

AGENDA ITEM: CLSA System Communications and Delivery Program**GENERAL OVERALL PROGRAM UPDATES:**

CURRENT STATUS: The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems.

Review and Discussion of 2002/03 System Plans: 2002/03 System Plans of Service have been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems continue to use the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2002/03 performance objectives. The average for communication is delivery of 93% of transmitted messages within 23 hours (See Exhibit B). For the delivery of materials, the average performance objective is 91% of the items delivered within 3 working days (See Exhibit C).

Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

TRANSITION PROCESS: Staff requests guidance from the Library of California Board in preparing a plan for the transition of this program and its funding to the Library of California for Board consideration, including when to stop requesting additional funds for the CLSA budget. It appears that funding for the CLSA System Communications and Delivery Program supports objectives included in the stated intent of the Telecommunications, Reference (Information and Referrals) and Regional Delivery mandatory program elements of the Library of California. In addition, the Library of California includes delivery costs as part of the compensation for Interlibrary Loan under Access Services. Therefore those program elements would be the most likely target areas for transitioning this particular CLSA program into the multitype network of the Library of California. Interlibrary loan compensation could be reimbursed directly from the state to each library or through the Regional Delivery mandatory program.

RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE: Summary of 2001/02 System Annual Reports (November 2002).

Relevant Committee: Support Services
Staff Liaison: Sandy Habbestad